

CURRICULAM VITAE

ADDRESS: At - Kendrapati , po - Namaro, Ps - Kakatapur
Dist - Puri , Odisha

MOBILE NO: ☎+91-9438426265
+91-9348191242
E-MAIL: bnsethi88.tata@gmail.com



BHOLANATH SETHI

Applied for -:

OBJECTIVE:

To establish a career in a growth oriented and reputed organization so as to utilize my knowledge and skills in achieving organization goals while attaining personal and professional growth.

PROFILE

1. Energetic, hard working, self motivated and focused towards achieving goals.
2. Effective analytical ability augmenting a highly creative and expressive mind.
3. Efficient and confident while working both individually as well as a team. can easily adjust and adapt to any new environment and technology
4. A positive attitude to adapt to any circumstances to bring out the best with available resources with good communication skills.
5. Unstinted zeal to learn and a self motivated urge to apply learning's to bear innovative solution
6. Proficient in Ms-office and knowledge of Auto card

PERSONAL EXPERIENCE

FREEDOM AUTOMOBILE.

15TH March -2007 TO 3RD Jun -2008

ORGANIZATION DETAILS:

Freedom Automobile (P) LTD
Rasulgarh, Bhubaneswar, Odisha.

COMPANY PROFILE:

Dealer of "Piaggio" 4 Wheeler & 3 Wheeler
Commercial vehicle.

VEHICLES LIKE:

Ape Trucks, Ape Truck plus, AutoRicksha (D3S),
P.van, D.van, 1.3 Tun. etc



JOB PROFILE:

SERVICE ADVISOR

Working in the service department, my responsibilities are:

- Job card opening & closing in manually.
- Check the vehicles activity.
- Look-out the technician & his works.
- Daily job card Register maintaining.
- PDI Service Register maintaining
- Daily Bench Mark Register maintaining.
- MWPR report prepaid & sending to "PVPL" S.E.
- Customer complain handles & solving

KEY SKILLS:

- MS – word, Excel, Internet, power point

TRAINING ATTENDED:

- 3 day's attending of APE TRUCKS training

RASHMI MOTOR PVT.LTD.

18TH JUNE-2008 TO 11TH MAY 2011

ORGANIZATION DETAILS

: Authorized dealer of **TATA MOTORS** for commercial vehicle

JOB PROFILE

: Service Advisor

MY JOB RELATED TO WORKSHOP

Worked as a service Advisor with the TATA Commercial vehicle service center at Rashmi Motors, Manguli, Cuttack. All Ranges of commercial vehicle like.

1613 Turbo, 1612 SE, 2013 A, 2515TC, 2516 HYVA, 3118, 407 Turbo, 709 Turbo, 1109 Turbo etc



JOB RESPONSE OF MY WORK

- Handling the technical service & Team management.
- Day wise check the spare parts for the workshop.
- Working the TATA MOTOR online package SIEBEL for job card opening
- Customer data base Resister maintaining.
- Workshop activists check up
- Customer relationship by the telephonic & directly facing the problem of customers
- Vehicle technical problem analyzing & trouble shooting with the proper investigation
- With road test the vehicles

M/s Utkal Automobile Ltd. , Cuttack :

5th jun-2011

ORGANIZATION DETAILS

: Authorized dealer of MAN Force Trucks Pvt. Ltd.

JOB PROFILE

: Site In charge (Talcher & Angul)

SERVICE OPERATIONS:

- Managing Service Operation with Focus on Implemenying Policies and Procedures
- Development & Streamlining System
- Auditing of VMS uploading & warranty upload.
- Arranging free service camp & fuel check campaigning at customer sites.
- Maintaining float items at dealership
- Arranging driver training & mechanic training for customer at site as well as in workshop.
- Preparing preventive maintenance schedule
- Adhering to service procedures with focus on optimizing operational EFFECTIVENESS OF VEHICLE AND REDUCING BREAKDOWNS

- Communicating product feedback from the field to principal with focus on effectuating modifications in products and improving product performance
- Monitoring various operations including estimation of insurance for vehicle and conducting insurance survey and loss assessments.

SHIVAM MOTOR PVT.LTD.

10TH JUNE-2014

ORGANIZATION DETAILS

: All range Commercial vehicle dealer of **TATA MOTORS**

JOB PROFILE

: Asst.Woks Manager

MY JOB RELATED TO WORKSHOP

Worked as a Asst.Works Manager with the TATA Commercial vehicle Dealer at SHIVAM MOTORS PVT LTS , Raigarh (C.G)
1613, 1612 SE, 2515TC, 2518 HYVA,4018, 3118, 407, 709, 1109 , Prima Segment.

JOB RESPONSE OF MY WORK

- Handling the technical Service Team management.
- Day wise check the spare parts for the Onsite Camp.
- Working the TATA MOTOR online package SIEBEL for job card opening
- Customer data base Register maintaining.
- Arranging onsite Support activists as driver's Training, Service campaign.
- Customer relationship by the telephonic & directly facing the problem of customers
- Vehicle technical problem analyzing & trouble shooting with the proper investigation by insite software

CLIENT RELATIONSHIP MANAGEMENT

- Ensuring speedy resolution of queries and grievances maintaining excellent relations With client to generate avenues for additional business through on-time delivery of Spare parts & monitoring customer complaints & warranty issues
- Monitoring post service activities like follow up with customers service reminder

- Supervising and monitoring the performance level for ensuring superior customer service and accomplishment of service targets
- Coordination activities for the identification of training needs of employees for upgrading technical skills

TEAM MANAGEMENT

Supervising & monitoring the performance level for ensuring superior

Customer service & accomplishment of service targets.

Coordinating activity for the identification of the Training needs of Employees for upgrading technical skill.

EDUCATIONAL AND PROFESSIONAL QUALIFICATION

- Diploma in AUTOMOBILE Engineering 2003 -2006
IIMI.
57.2%
- HSC from ODISHA in 2001
50.4%

EXTRA CURRICULAR ACTIVITIES

- Lyrics the song & lessen the song

PERSONAL BIOGRAPHY

NAME	:	BHOLANATH SETHI
FATHER'S NAME	:	GOPAL CHARAN SETHI
D.O.B.	:	16-03-1985
GENDER	:	MALE
MARITAL STATUS	:	MARRIED
LANGAUGE KNOWN	:	ODIA, ENGLISH, HINDI
PERMANENT ADDRESS	:	AT-KRNDRAPATI PO-NAMARAO, DIST-PURI ODISHA
PHONE NO-	:	+91-9438426265
	:	



DECLARATION

I hereby declare that the above information is true & current to the best of my knowledge & belief.

Date:

Place:

**Yours Sincerely
Bholanath Sethi**

